Help Promote Fair, Open and Effective Public Administration
Join the Office of The Ombudsman

Administrative Assistant

Duties

(a) To undertake general administrative and secretarial duties, such as Chinese and English word-processing, compilation of data/statistical analysis, management of files and data, preparation of PowerPoint presentation and other support services; and

(b) To assist in handling enquiries and complaints, such as answering telephone calls from complainants and providing administrative support in complaint handling.

Entry Requirements

(a)(i) 5 subjects including Chinese Language, English Language and Mathematics at Level 2 or equivalent (Note) or above in the Hong Kong Diploma of Secondary Education Examination (HKDSEE), or equivalent; or

(ii) 5 subjects including Chinese Language, English Language (Syllabus B) and Mathematics at Grade E/Level 2 or above in the Hong Kong Certificate of Education Examination (HKCEE), or equivalent;

(b) Chinese and English word-processing speed of 30 words per minute;

(c) Good IT skills with knowledge in MS Office (e.g. Word, Excel, and PowerPoint);

(d) Experience in providing human resources support (e.g. assisting in leave, payroll and staff benefits administration) an advantage; and

(e) Self-motivated with good communication skills and strong attention to detail, and able to work independently.

Shortlisted candidates will be required to take a word-processing and IT skills test and a written test.

Note: "Attained" in Applied Learning subjects (subject to a maximum of two Applied Learning subjects), and "Grade E" in Other Language subjects in the HKDSEE are accepted as equivalent to Level 2 in the New Senior Secondary subjects in the HKDSEE.

Remuneration and Terms

A competitive remuneration package will be offered, which includes a basic salary of around **HK$16,600** plus **HK$1,100** cash allowance per month at current levels, and various benefits like paid annual leave, medical & dental insurance, death & disability insurance, etc. The successful candidate will be appointed on three-year contract terms. Subject to satisfactory performance, a gratuity will be payable on completion of the three-year contract, which, when added to the employer's contribution to a Mandatory Provident Fund scheme, equals 10% of the total basic salary for the contract period. Depending on service needs and staff performance, contract renewal will be offered.

Application

Application form is available on our website (http://www.ombudsman.hk). Please send the completed application form by email to hr@ombudsman.hk not later than **6 September 2023.** Applicants who do not receive a reply within two months from the closing date should regard their applications as unsuccessful. For enquiries, please call 2629 0423.

General Notes

*All applications will be treated in the **strictest confidence**. Personal data provided will be used strictly for recruitment and employment-related purposes. Applicants may request access to and correction of personal data collected from them. Such requests should be sent to the Chief Manager at the above email address.*

The Ombudsman is an Equal Opportunities Employer.